



A Zero-depth Entry to Using the TSP:

How TSP was used to turn around the SGMM project that was drowning in details

November 4, 2014

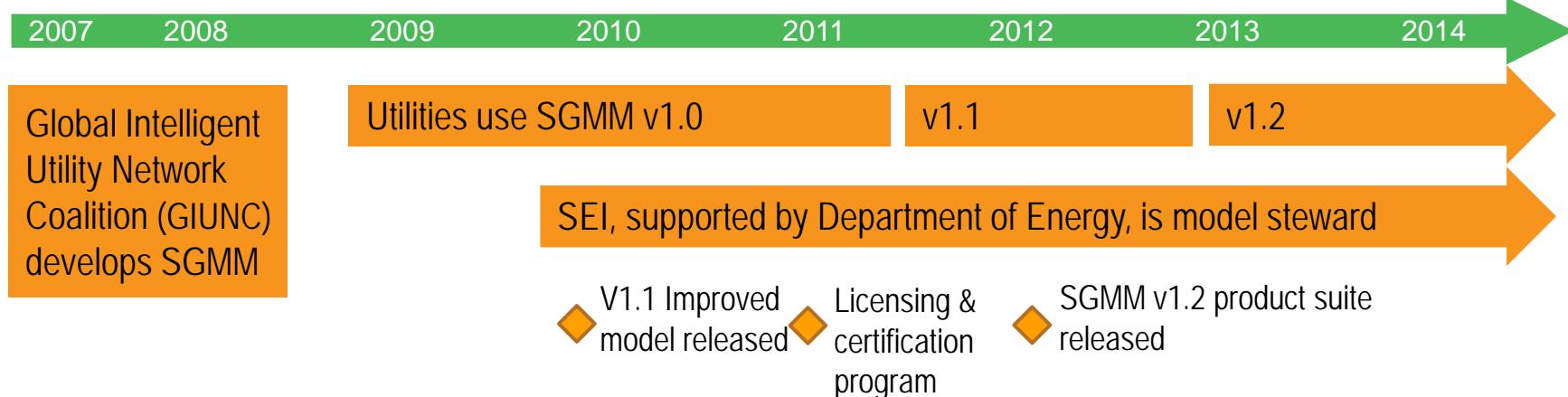


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The Smart Grid Maturity Model is

*A management tool
that provides a
common language and framework
for defining key elements of
smart grid transformation
and helping utilities develop a
programmatic approach
and track their progress*

Developed by Utilities for Utilities



SGMM

Smart Grid Maturity Model

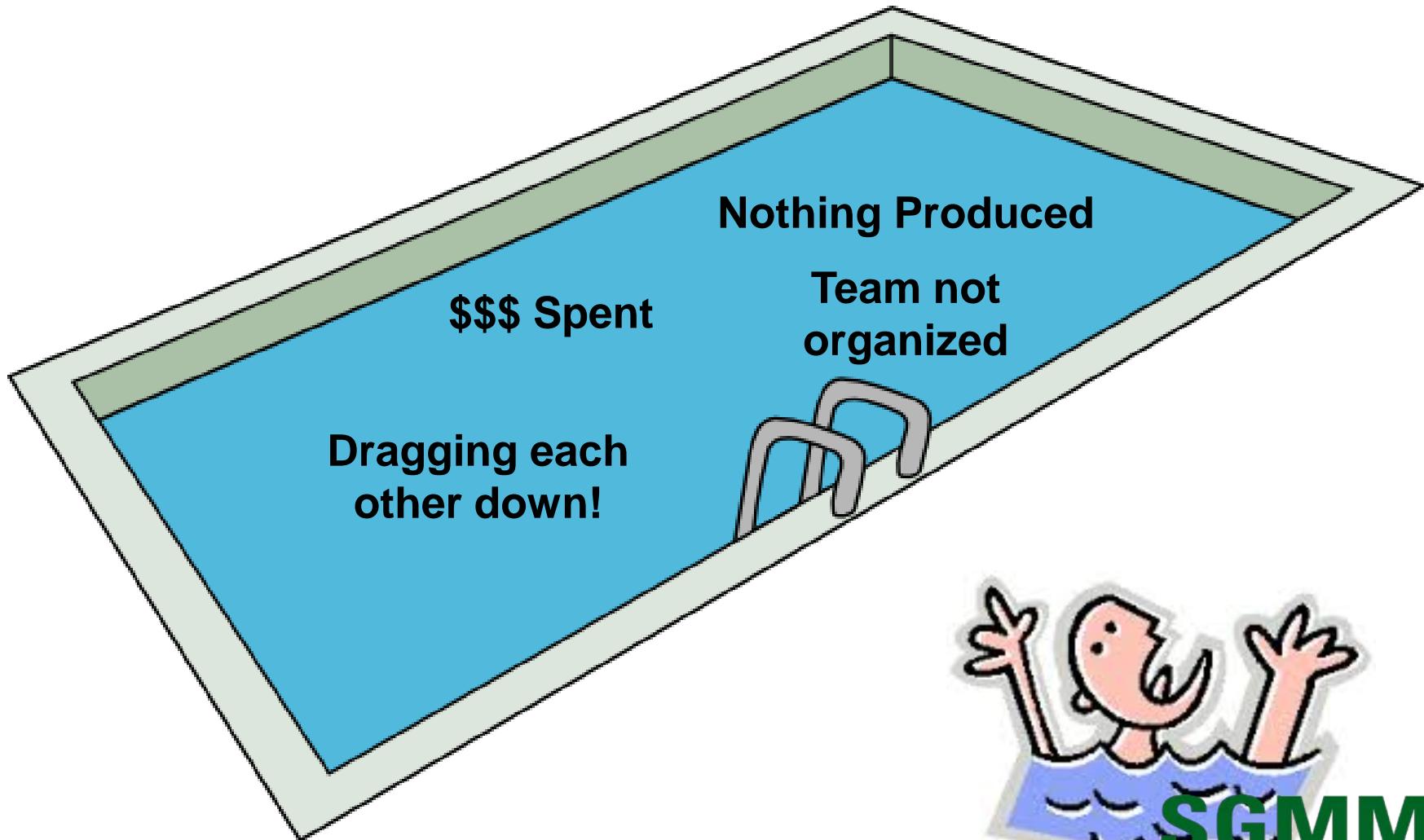
V 1.2 Product Suite



Model	Fully described in the Model Definition document
Compass Survey	Questionnaire-based assessment yields maturity ratings and comparisons
Navigation Process	Expert-led workshops to complete Compass and use results to develop consensus aspirations
Training	Overview Seminar and SGMM Navigator Course
Partner Program	License organizations and certify individuals to deliver Navigation process

www.sei.cmu.edu/smartgrid

The Problem...



V 1.2 Product Suite

A Solution...



TSP is not just for software

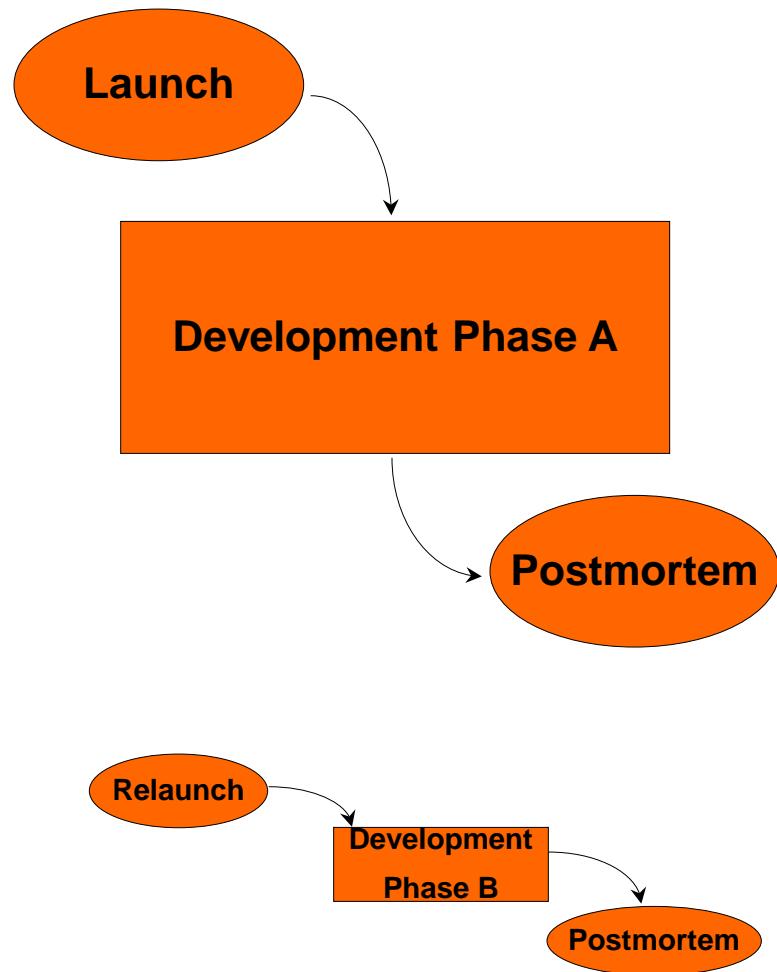
Initially we used TSP as a project management framework.

Later we used TSP to develop/evolve

- core product (model and survey)
- navigation and support processes
- training

Stayed true to the TSP principles.

- team building
- planning and post mortems
- design
- Implementation and testing
- support processes (CM, Inspections, etc.)



Team building

Team attributes:

- geographically distributed
- part-time on several projects
- specific skill sets
- never worked together
- a lot of personnel changes – consistent core team

Launches and post-mortems were the primary team building activities.

Feedback from the launches

- + great team, energizing, missed old team members, great to have new team members, good meeting, great food
- ran out of time, doing math was BAD

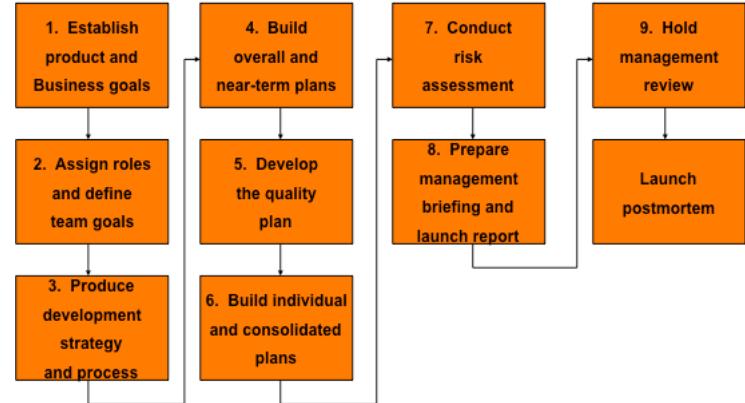
Roles
Project manager
Model owner and architect
Course owner
Process owner
Program development and transition, DOE relationship manager
Licensing POC
Certification POC
Technical writer
Marketing and communications
Navigator
Instructor



Team launches

Launches were conducted following a standard launch agenda.

Our first agenda item for each launch was a review of project status (post mortem.)

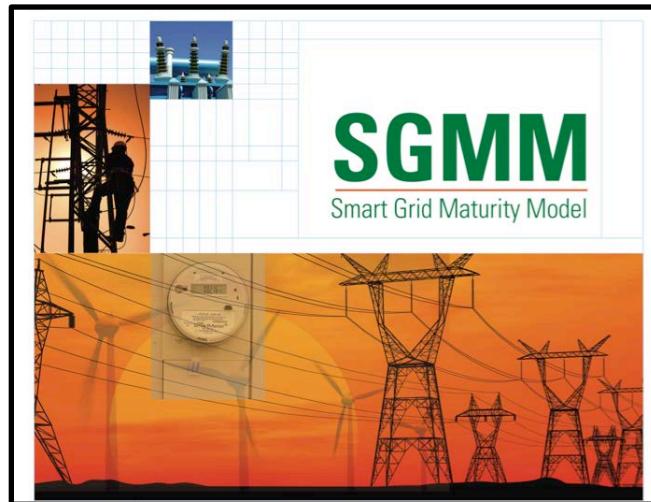


Major differences the launch process were

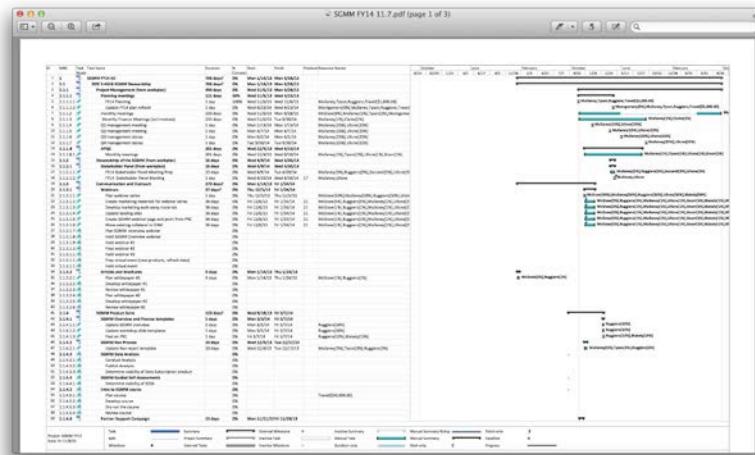
- team roles were functional
- used MS Project for planning and tracking tasks **and** costs
- used several cost planning tools
- quality planning improved as the product suite advanced

Note: Cost data was handled like defect data. Only aggregate cost data was shown at a team level.

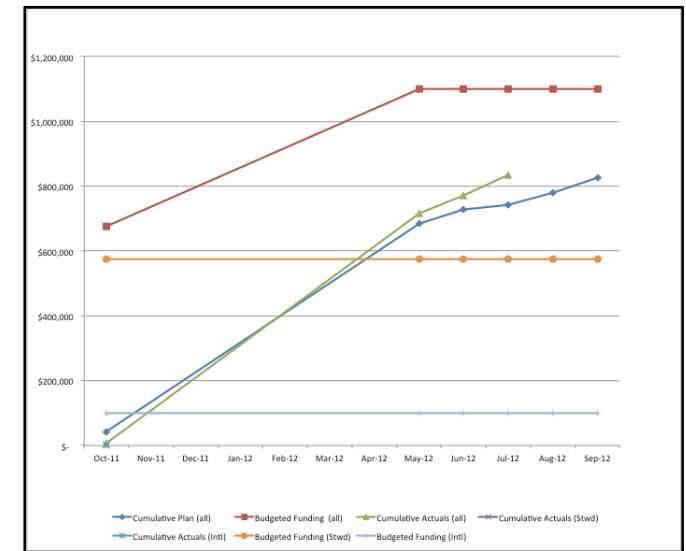
Launch artifacts



Meeting 9 Presentation



WBS with cost data



Funding Plan



Load balancing

For each team member, we calculated hours per month and compared that to percentage allocation.

Who Does What When as of Tue 4/27/10 100226 SGMM Mar10-Dec10 v3								
	December	January	February	March	April	May	June	July
Rich Caralli					8.8 hrs	8 hrs	8.8 hrs	8.4 hrs
Rita Briston					8.8 hrs	8 hrs	8.8 hrs	8.8 hrs
David White				7.68 hrs	66 hrs	146 hrs	220.4 hrs	56.88 hrs
James Stevens					77.92 hrs	75.77 hrs	105.03 hrs	27.43 hrs
Barbara Tyson				14.4 hrs	108.88 hrs	107.37 hrs	125.52 hrs	21.28 hrs
Amanda Parente					53.2 hrs	7.52 hrs	168.4 hrs	36.17 hrs
Julia Mullaney					32 hrs	93.43 hrs	104.17 hrs	156.4 hrs
Austin Montgomery						35.12 hrs	22.23 hrs	85.77 hrs
Steve Masters						40.88 hrs	28.17 hrs	37.2 hrs
Howard Lipson						3.52 hrs	16.8 hrs	11.52 hrs
Ray Jones				8 hrs	104.08 hrs	51.37 hrs	125.28 hrs	25.43 hrs
James Ivers							8 hrs	
Mark Kasunik								
David Biber				18.4 hrs	17.6 hrs	24 hrs		
Chris (APQC)					40 hrs	104 hrs		8 hrs
Austin (rate)					1.43 hrs	9.6 hrs	10.57 hrs	10.08 hrs
Summer Fowler					1.2 hrs	8 hrs	8.8 hrs	8.4 hrs
3.1 Project mgmt & control					1.2 hrs	8 hrs	8.8 hrs	8.8 hrs

Resource	Budget
Mullaney	33%
White	25%
Montgomery	7%
Tyson	20%
Jones	30%
Ruggiero	15%
McGraw	0%
Zaccardi	10%
Gress	5%
Fowler	5%



Budget analysis

We analyzed data from three different approached to finalize the plan.

	Month 1	Month 2	Month 3
Total FTE	0.56	0.56	0.56
Total Labor Cost	\$ 17,025.35	\$ 17,025.35	\$ 17,025.35
Travel (Domestic)	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
Travel (International)	\$ -	\$ -	\$ -
Printing	\$ -	\$ -	\$ -
Office Supplies	\$ -	\$ -	\$ -
Shipping	\$ -	\$ -	\$ -
Books & Periodicals	\$ -	\$ -	\$ -
Capital Equipment	\$ -	\$ -	\$ -
Non-Capital Equipment	\$ -	\$ -	\$ -
Software (incl Maintenance and Licenses)	\$ -	\$ -	\$ -
Subcontracting/Consulting services	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
SEI Courses	\$ -	\$ -	\$ -
CMU Courses	\$ -	\$ -	\$ -
CMU Course materials	\$ -	\$ -	\$ -
Ext. Course/conference registration	\$ -	\$ -	\$ -
Total Non-Personnel Expenses (incl overheads)	\$ 3,237.06	\$ 3,237.06	\$ 3,237.06
Total Monthly Cost	\$ 20,262.41	\$ 20,262.41	\$ 20,262.41
TOTAL Project Cost	\$ 243,148.97		

Resource	Budget
Mullaney	33%
White	25%
Montgomery	7%
Tyson	20%
Jones	30%
Ruggiero	15%
McGraw	0%
Zaccardi	10%
Gress	5%
Fowler	5%

WBS	Task Mode	Task Name	Duration	% Complete	Start	Finish	Cost
1	➡	SGMM FY12 All	285 days	89%	Mon 10/3/11	Mon 11/5/12	\$320,565.28
1.1	➡	DOE 5-461B SGMM Stewardship	285 days	90%	Mon 10/3/11	Mon 11/5/12	\$264,488.40
1.1.1	➡	Project Management (from workplan)	221 days	89%	Wed 12/7/11	Wed 10/10/12	\$72,123.94
1.1.1.1	➡	Quarterly Planning Meetings	186.5 days	99%	Wed 12/7/11	Thu 8/23/12	\$34,432.36
1.1.1.1.1	?	FY12 Planning	0 days	0%			\$0.00
1.1.1.1.2	?	Q1 Planning	2 days	100%	Wed 12/7/11	Thu 12/8/11	\$0.00
1.1.1.1.3	?	Q2 Planning	1 day	100%	Thu 1/12/12	Thu 1/12/12	\$8,171.72
1.1.1.1.4	?	Q3 Planning	0.5 days	100%	Wed 4/25/12	Wed 4/25/12	\$4,085.86
1.1.1.1.5	?	Q4 Planning	2.5 days	100%	Tue 8/21/12	Thu 8/23/12	\$22,174.78
1.1.1.2	?	Weekly Team Meetings	194 days	93%	Tue 1/3/12	Fri 9/28/12	\$19,568.08
1.1.1.3	?	Monthly Finance Meetings (incl invoices)	194 days	88%	Tue 1/3/12	Fri 9/28/12	\$12,818.43
1.1.1.4	➡	Quarterly Reporting to DOE	220 days	75%	Thu 12/8/11	Wed 10/10/12	\$0.00
1.1.1.4.1	?	Q1 DOE Report	1 day	100%	Thu 12/8/11	Thu 12/8/11	\$0.00
1.1.1.4.2	?	Q2 DOE Report	1 day	100%	Thu 3/8/12	Thu 3/8/12	\$0.00
1.1.1.4.3	?	Q3 DOE Report	1 day	100%	Tue 7/10/12	Tue 7/10/12	\$0.00
1.1.1.4.4	?	Q4 DOE Report	1 day	0%	Wed 10/10/12	Wed 10/10/12	\$0.00



Launch – lessons learned

- Planning made project AND project team successful
- Team members were overcommitted, but SGMM work got done on time
- Insight into cost “elevated” everyone to a senior management role with ability to make more informed decisions
- Reconciliation of finances was monthly, but the team meetings enable course corrections weekly

Design – lessons learned

We developed designs for all SGMM artifacts including

- Navigation process
- Training
- Presentations
- Workshops and meetings
- Documents

We developed products plans for each product that defined product objectives, intended audience, and intended usage.

The following are examples of our design documents for various products.



Process design

Phase 2: Survey Workshop Workshop

In this step, the organization completes the SGMM assessment survey under the direction of the SGMM Navigator. This step is composed of five steps.



The sponsor kicks off the workshop and motivates the participants by explaining why this effort is important and describes the business objectives of the organization's grid modernization effort. The SGMM Navigator then provides an SGMM overview seminar to establish a common understanding and vocabulary of SGMM. The guidelines for completing the survey are discussed next and the survey is completed. The workshop ends with the SGMM Navigator thanking everyone for their efforts and describing the next steps.

Process Elements Needed

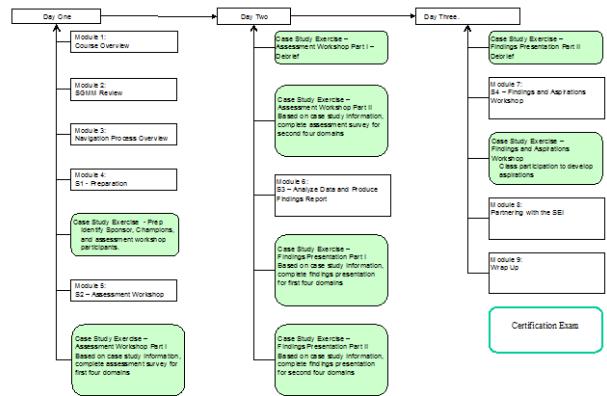
- assessment workshop script
- assessment workshop agenda template
- assessment presentation template
- assessment survey support tool

Process Element	Purpose	Type	Format	Size
Overall script	To guide the Navigator through the overall process	script	Word	1-2 pgs
Schedule template	Provides the timing of the major steps of the navigation process	template	Word	1 pg
Process Improvement Proposal form	Provide SEI with suggestion for improving the SGMM product suite	form	Word	1 pg
FAQs for Navigators and Users	To provide answers to common questions that navigators as well as users and potential user may have	FAQ	Word	1-2 pgs each
Role and responsibility Specification	To identify the key roles in the SGMM Navigation Process and detail their responsibilities	specification	Word	1-2 pgs
Sponsor kickoff meeting guidelines	To prepare the sponsor to kickoff the overall effort at the facilitated assessment workshop	guideline	Word	1 pg



Training/Workshops HLD

SGMM Navigation Training - Flow Diagram



9/11/14

Page 1

Component	Educational Objectives	SGMM Reference	Detail	Time Estimate (min)	Comments
Day 1					
Course Overview (Barbara)	<ul style="list-style-type: none"> Get acquainted with the class Students understand the course focus and why it is important to them. Students know what to expect from the course and what is not covered. 		<ul style="list-style-type: none"> Introductions Expectations Course overview (schedule and agenda) 	45	<p>After the standard introduction and logistics, discuss challenges in working with electric utilities that are implementing smart grid. Introductions include background, experience with electric utilities and consulting with the utilities. The lecture ends with an overview of the class including the agenda.</p> <p>NOTE: need to save challenges so we can incorporate them into the course.</p>
Review of the SGMM (Julia)	<p>The students can describe</p> <ul style="list-style-type: none"> how the SGMM can support an electric utility. how each of the components of the product suite is related to each other. the 6 levels of the SGMM. 	<ul style="list-style-type: none"> SGMM MDD Overview Seminar Assessment Survey Pre-test 	<ul style="list-style-type: none"> How the SGMM helps utilities implement smart grid? Discuss components of the product suite SGMM Architecture What are the characteristics of the Levels and Domains? 	45	<p>Discuss with the class what the challenges are for utilities that are participating in modernizing the grid. The outcome of the discussion is common ground on what the smart grid is. The instructor presents how the SGMM supports modernizing the grid. The next topic is on the SGMM product suite (how they fit together) and the SGMM architecture. This leads to a discussion about what the levels are (note: have small group discussions before class discussion). Ask if there are any questions about the pre-test.</p> <p>NOTE: create 5 questions for certification exam.</p>



Training Module/ Presentation DLD

<p>Lecture or Module: Module 7: Findings and Aspirations Workshop Course: SGMM Navigator Training Developer: Barbara Tyson</p>		
Delivery Choice / Instructional Materials: Lecture / slides	Size: Number of lecture slides: 17 Number of workbook pages: ??	Timing: Lecture: 45 minutes Exercises: 90 minutes
<p>EDUCATIONAL OBJECTIVES: Students</p> <ul style="list-style-type: none">Understand the purpose and outcomes of the Findings and Aspirations workshopDescribe the navigator's role including design, facilitation, and follow-up		
<p>Transitional Flow The instructor continues to walk the students through the steps of the navigation process. This module covers step 4 of the process, the findings and aspiration workshop. This module includes a lecture that describes the fourth step of the process and a class exercise to give the students practice conducting an aspirations identification session.</p>		
<p>Learning Assessments Ask the following kinds of questions on the certification exam (15% questions should come from this section.) Potential questions include:</p> <ul style="list-style-type: none">TBD later		
<p>STORYBOARD (or at least a high level description)</p>		
<p>Topics:</p> <ul style="list-style-type: none">Findings and Aspirations Workshop Overview- Presentation of Findings- Identifying Aspirations<ul style="list-style-type: none">○ Review of Organization's Objectives○ Identifying Gaps Between Objectives and Findings○ Developing Aspirations Statements- Identifying Next Steps and Workshop Closure- After the Findings and Aspirations Workshop- Aspirations Identification Exercise		
<p>Findings and Aspirations Workshop Overview</p> <p>Slide 1: Entry Criteria: The instructor will have the students open their resources notebook to the Findings and Aspirations Workshop tab. The slide will have a flow chart diagram of the five steps of the process. The instructor will provide a very quick overview of the process starting with the entry criteria. The instructor will note that each step will be discussed later in the lecture and that there will be an exercise simulating an identification of aspirations session. The instructor then has the students turn to the script.</p>		
<p>Slide 2. Workshop Kickoff. The instructor explains the agenda template. The instructor will discuss the overall objectives of the workshop. It is important to discuss both the objectives related to the findings presentation and the identification of aspirations. The instructor leads a discussion on the importance of having the right people at the workshop. This is an opportunity for the sponsor to reinforce commitment to the process and restate the organization's business objectives.</p>		
<p>Presentation of Findings</p> <p>Slide 3. Review of the Findings Presentation Template. The instructor will quickly review the findings presentation template. The students should be very familiar with the template because they presented their "findings" in the previous exercise. However, if there are any lingering questions, they can be answered here.</p>		
<p>Slide 4. . Presentation of Findings. The instructor will describe how the presentation of the findings will be conducted. The instructor will lead a discussion on possible interactions during the presentation of the findings. For example, there may be questions regarding how a particular finding was developed; or there may be disagreement with some findings.</p>		
<p>Identifying Aspirations</p>		

Documents - HLD

SGMM Leadership Workshop Special Report – High-Level Design

Component	Objectives	Reference (used by writer)	Detail	Size Est. (pgs)	Comments
Acknowledgments	Thank Objectives: participants Objectives: sponsor Objectives: workshop coordinators		One paragraph	1	We'll include TCS as a participant since they sent us input for the workshop.
Executive Summary	Not needed for this report.				The report will be highly organized and easy to navigate so we don't think we need an executive summary.
Abstract	Descriptive summary of the report		Not more than 200 words	.5	Abstracts are descriptive or informative. A descriptive abstract just summarizes the structure of report. A descriptive abstract does not draw conclusions or "sum up" the report or go into the content of the report.
Workshop Overview	Document the purpose of the workshop and how it was conducted.	Workshop Objectives: product plan Objectives: invitation emails Objectives: DLDs Objectives: overview slides	Objectives: Workshop Objectives Objectives: Workshop Participants (by name and company) Objectives: Workshop logistics (date, location, agenda) Objectives: Workshop style (brainstorming and consensus building)	2	
About This SR	Tell the reader Objectives: what is in the report (and what isn't in the report) Objectives: report structure (by topic, not agenda)			1	Write this section last.

Implementation

The following slides show the team accomplishments with what we produced.

SGMM at a glance

6 Maturity Levels: Defined sets of characteristics and outcomes

5

- 1 Smart grid strategy capitalizes on smart grid as a foundation for the introduction of new services and product offerings.
- 2 Smart grid business activities provide sufficient financial resources to enable continued investment in smart grid sustainment and expansion.
- 3 New business model opportunities emerge as a result of smart grid capabilities and are implemented.

4

- 1 Smart grid vision and strategy drive the organization's strategy and direction.
- 2 Smart grid is a core competency throughout the organization.
- 3 Smart grid strategy is shared and revised collaboratively with external stakeholders.

3

- 1 The smart grid vision, strategy, and business case are incorporated into the vision and strategy.
- 2 A smart grid governance model is established.
- 3 Smart grid leaders with explicit authority across functions and lines of business are designated to ensure effective implementation of the smart grid strategy.
- 4 Required authorizations for smart grid investments have been secured.

2

- 1 An initial smart grid strategy and a business plan are approved by the organization.
- 2 A common smart grid vision is accepted across the organization.
- 3 Operational investment is explicitly aligned to the smart grid strategy.
- 4 Budgets are established specifically for funding the implementation of the smart grid vision.
- 5 There is collaboration with regulators and other stakeholders regarding implementation of the smart grid vision and strategy.
- 6 There is support and funding for conducting proof-of-concept projects to evaluate feasibility and alignment.

1

- 1 Smart grid vision is developed with a goal of operational improvement.
- 2 Experimental implementations of smart grid concepts are supported.
- 3 Discussions have been held with regulators about the organization's smart grid vision.

0

- 1 The organizational structure enables collaboration with other grid stakeholders to optimize overall grid operation and health.
- 2 The organization is able to readily adapt to support new ventures, products, and services that emerge as a result of smart grid.
- 3 Channels are in place to harness ideas, develop them, and regard those who help shape future advances in process, workforce competencies, and technology.

- 1 Self-healing capabilities are present.
- 2 System-wide, analytics-based, and automated grid decision making is in place.

- 1 The use of assets between and across supply chain participants is optimized with processes defined and executed across the supply chain.
- 2 Assets are leveraged to maximize utilization, including just-in-time asset retirement, based on smart grid data and systems.

- 1 Autonomic computing and machine learning are implemented.
- 2 The enterprise information infrastructure can automatically identify, mitigate, and recover from cyber incidents.

- 1 Customers can manage their end-to-end energy supply and usage levels.
- 2 There is automatic outage detection at premise or device level.
- 3 Plug-and-play, customer-based generation is supported.
- 4 Security and privacy for all customer data is assured.
- 5 The organization plays a leadership role in industry-wide information sharing and standards development efforts for smart grid.

- 1 The optimization of energy assets is automated across the full value chain.
- 2 Resources are adequately dispatchable and controllable so that the organization can take advantage of granular market options.
- 3 The organization's automated control and resource optimization schemes consider and support regional and/or national grid optimization.

- 1 Triple bottom line goals align with local, regional, and national objectives.
- 2 Customers control their energy-based environmental footprints through automatic optimization of their end-to-end energy supply and usage level (energy source and mix).
- 3 The organization is a leader in developing and promoting industry-wide resilience best practices and/or technologies for protection of the national critical infrastructure.

- 1 Operational data from smart grid deployments is being used to optimize processes across the organization.
- 2 Grid operational management is based on near real-time data.
- 3 Operational forecasts are based on data gathered through smart grid.

- 1 A complete view of assets based on status, connectivity, and proximity is available to the organization.
- 2 Asset models are based on real performance and monitoring data.
- 3 Performance and usage of assets is optimized across the asset fleet and across asset classes.
- 4 Service life for key grid components is managed through condition-based and predictive maintenance, and is based on real and current asset data.

- 1 Data flows end to end from customer to generator.
- 2 Business processes are optimized by leveraging the enterprise IT architecture across the organization.
- 3 Systems have sufficient wide-area situational awareness to enable real-time monitoring and control for complex events.
- 4 Predictive modeling and near real-time simulation are used to optimize support processes.
- 5 Performance is improved through sophisticated systems that are informed by smart grid data.
- 6 Security strategy and tactics continually evolve based on changes in real and current asset data.

- 1 Support is provided to customers to help analyze and compare usage patterns and available pricing programs.
- 2 There is outage detection and proactive notification at the circuit level.
- 3 Customers have access to near real-time data on their own usage.
- 4 Residential customers participate in demand response and/or utility-managed remote load control programs.
- 5 Automatic response to pricing signals for devices within the customer's premise is supported.
- 6 Home net billing programs are enabled.
- 7 A common customer experience has been integrated.

- 1 Energy resources (including VPP, VAR, DG, and DR) are dispatchable and trackable.
- 2 Portfolio optimization models that encompass available resources and real-time markets are implemented.
- 3 Secure two-way communications with Home Area Networks (HANs) are available.
- 4 Visibility and potential control of customers' large-demand appliances to balance demand and supply is available.

- 1 The organization collaborates with external stakeholders to address environmental and societal issues.
- 2 A public environmental and societal awareness is maintained.
- 3 Programs are in place to phase peak demand.
- 4 End-user energy usage and devices are actively managed through the utility's network.
- 5 The organization fulfills its critical infrastructure assurance goals for resiliency, and contributes to those of the region and the nation.

- 1 The smart grid vision and strategy are driving organizational change.
- 2 Smart grid measures are incorporated into the measurement system.
- 3 Performance and compensation are linked to smart grid success.
- 4 Leadership is consistent in communication and actions regarding smart grid.

- 1 Smart grid information is available across systems and organizational functions.
- 2 Control analytics have been implemented and are used to improve cross-LB decision-making.
- 3 Grid operations planning is now fact-based using grid data models.

- 1 Performance, trend analysis, and event audit data are available for components of the organization's systems.
- 2 CSM programs for key components are in place.
- 3 Remote asset monitoring capabilities are integrated with asset management.

- 1 Smart grid-impacted business processes are aligned with the enterprise IT architecture across LBS.
- 2 Systems adhere to an enterprise IT architectural framework for smart grid.
- 3 Smart grid-specific technology has been implemented to improve cross-LB performance.

- 1 An integrated resource plan is in place and includes new targeted resources and technologies.
- 2 Customer premise energy management solutions with market and usage information are enabled.
- 3 Additional resources are available and deployed to provide enhanced grid services and support reliability or other processes are deployed to support a diversified portfolio of value chain partners.

- 1 Performance of societal and environmental programs are measured and effectiveness is demonstrated.
- 2 Segmented and tailored information that includes environmental and societal benefits and costs is available to customers.
- 3 Programs to encourage off-peak usage by customers are in place.
- 4 The organization regularly reports on the sustainability and the societal and environmental impacts of its smart grid programs and technologies.

175 Characteristics: Features you would expect to see at each stage of the smart grid journey

see at each stage of the smart grid journey

- 1 A new vision for smart grid is developed like identifying the need for a smart grid emergence.
- 2 The organization has aligned most operations around end-to-end processes.
- 3 Most smart grid implementation and deployment teams include participants from all functions and LBS that the deployment will impact.
- 4 Education and training to develop smart grid competencies have been identified and are available.
- 5 The linking of performance and compensation plans to achieve smart grid milestones is in progress.

- 1 Minimization of resource use in LBS for assets, monitoring costs or location, status, and interconnectivity (load) has been developed.
- 2 An organization-wide mobile workforce strategy is in development.
- 3 Avoid from SCADA, piloting of remote asset monitoring of key grid assets to support manual decision making is underway.
- 4 Investment in and expansion of data communications networks in support of grid operations is underway.

- 1 An integrated view in LBS for assets, monitoring costs or location, status, and interconnectivity (load) has been developed.
- 2 Standards are selected to support the smart grid strategy within the enterprise IT architecture.
- 3 A common technology evaluation and selection process is applied for all smart grid activities.
- 4 Remote connect/disconnect is being piloted for residential customers.
- 5 There is a data communications strategy for the grid.
- 6 Pilots based on connectivity to distributed EDs are underway.
- 7 Security is built on to all smart grid initiatives from the outset.

- 1 Residential customer usage.
- 2 The organization is modeling the reliability of grid equipment.
- 3 Remote connect/disconnect is being piloted for residential customers.
- 4 The impact on the customer of new services and delivery processes is being assessed.
- 5 Security and privacy requirements for customer protection are specified for smart grid-related pilot projects and RPPs.

- 1 Residential customer usage.
- 2 The organization is modeling the reliability of grid equipment.
- 3 Remote connect/disconnect is being piloted for residential customers.
- 4 Secure interactions have been piloted with an expanded portfolio of value chain partners.

- 1 Smart grid strategies and work plans address societal and environmental issues.
- 2 Energy efficiency programs for customers have been established.
- 3 The organization considers a "triple bottom line" view when making decisions.
- 4 Environmental proof-of-concept projects are underway that demonstrate smart grid benefits.
- 5 Increasingly granular and more frequent consumption information is available to customers.

- 1 The organization's role in the smart grid vision and strategy is clearly defined.
- 2 The environmental benefits of the smart grid vision and strategy are publicly promoted.
- 3 Environmental compliance performance records are available for public inspection.
- 4 The smart grid vision or strategy specifies the organization's role in protecting the nation's critical infrastructure.

SMR

Strategy,
Management, &
Regulatory

OS

Organization &
Structure

GO

Grid Operations

WAM

Work & Asset
Management

TECH

Technology

CUST

Customer

VCI

Value Chain
Integration

SE

Societal &
Environmental

8 Domains: Logical groupings of smart grid related characteristics



PIONEERING
5

- 1 The use of assets between and across supply chain participants is optimized with processes defined and executed across the supply chain.
- 2 Assets are leveraged to maximize utilization, including just-in-time asset retirement, based on smart grid data and systems.

OPTIMIZING
4

- 1 A complete view of assets based on status, connectivity, and proximity is available to the organization.
- 2 Asset models are based on real performance and monitoring data.
- 3 Performance and usage of assets is optimized across the asset fleet and across asset classes.
- 4 Service life for key grid components is managed through condition-based and predictive maintenance, and is based on real and current asset data.

INTEGRATING
3

- 1 Performance, trend analysis, and event audit data are available for components of the organization's systems.
- 2 CBM programs for key components are in place.
- 3 Remote asset monitoring capabilities are integrated with asset management systems.

WAM-3.2 Condition-based maintenance programs for key components are in place.

- 7 Modeling of asset investments for key components is underway.

ENABLING
2

- 1 An approach to track, inventory, and maintain event histories of assets is in development.
- 2 An integrated view of GIS for asset monitoring based on smart grid data is being evaluated.

WAM-2.1 An approach to track, inventory, and maintain event histories of assets is in development.

- 1 An approach to track, inventory, and maintain event histories of assets is in development.
- 2 Potential uses of remote asset monitoring are being evaluated.
- 3 Asset and workforce management equipment and systems are being evaluated for their potential alignment to the smart grid vision.

INITIATING
1

DEFAULT
0

SGMM Compass Survey

Contains

- One question for each expected characteristic in the model and
- Attribute and performance questions

Example questions:

WAM-3.2

For what percentage of key components have you implemented condition-based maintenance that uses real-time data from asset monitoring to drive maintenance and replacement decisions?

- 0%
- 1 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%

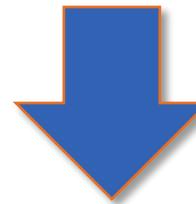
WAM-2.1

Have you established an approach to track, inventory, and maintain event histories of assets using smart grid capabilities?

- No
- In documented plan including committed schedule and budget
- In development
- Being piloted
- Completed



SGMM Navigation: five-phase, expert-led process



Stakeholders complete SGMM Compass survey

Discussion and consensus answers lead to internal alignment on current state

Stakeholders review survey findings & set aspirational profile

Consensus on aspirational state and identification of motivations, actions, and obstacles to achieve it

SGMM Partners

SGMM Partners are licensed by the SEI to provide official SGMM services, which are delivered by SEI-certified SGMM Navigators.



John F. Ryskowski Consulting



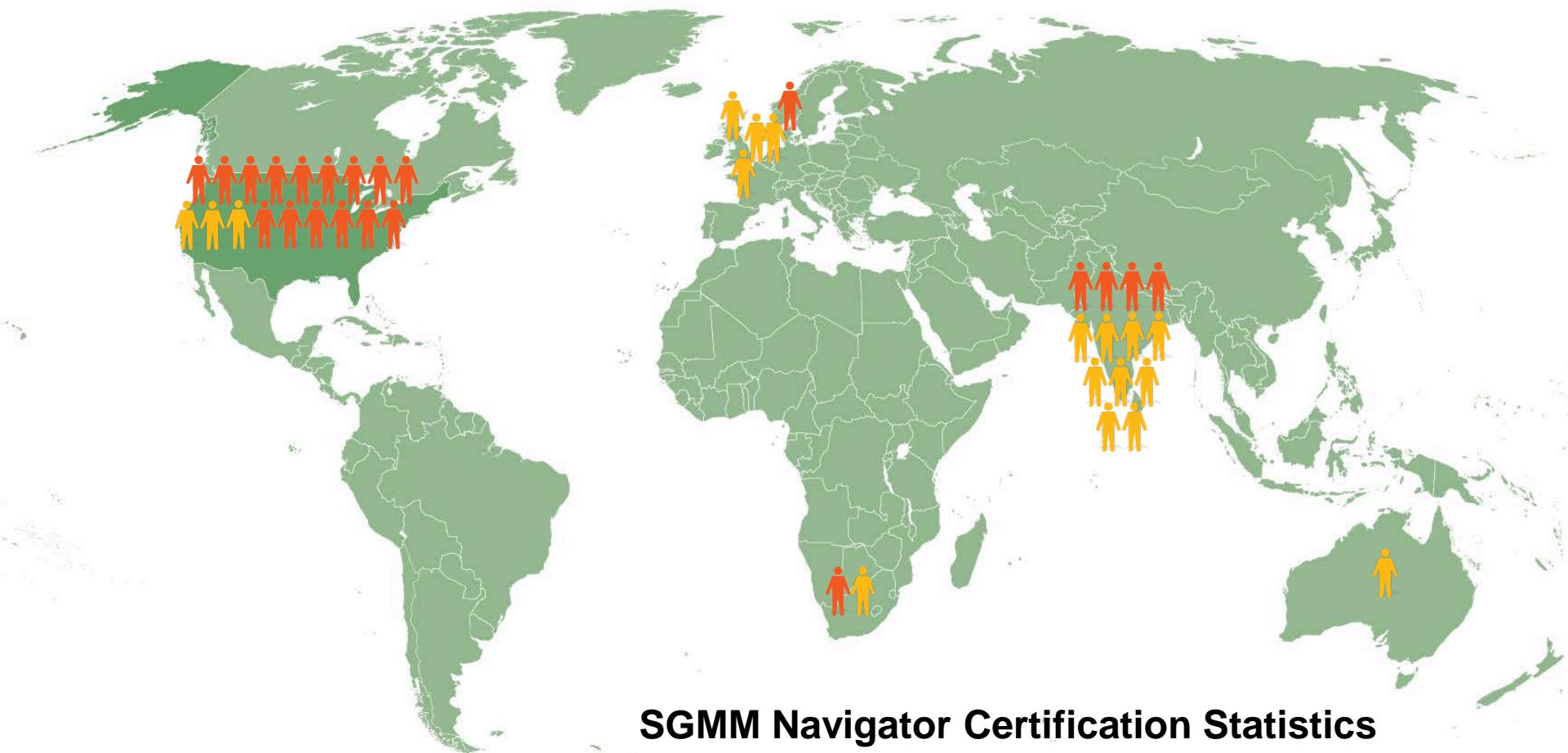
<http://partners.clearmodel.com/partners>



Software Engineering Institute

Carnegie Mellon University

SGMM Navigator population

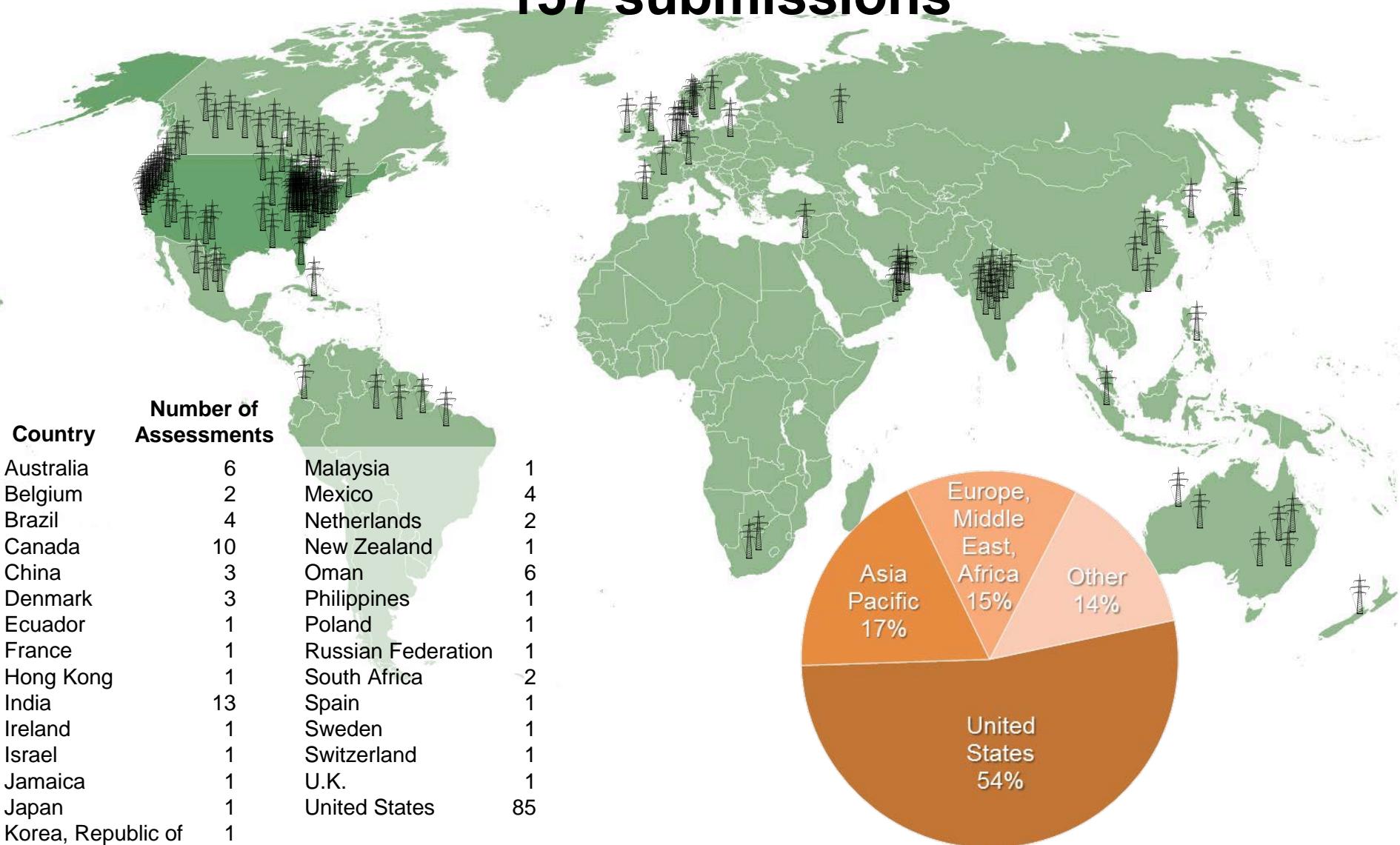


SGMM Navigator Certification Statistics

- **18 Candidate Navigators** (*passed exam*)
- **18 Certified Navigators** (*completed all requirements*)



SGMM History – 142 utilities, 29 countries, 157 submissions



SGMM in the press



SGMM

Smart Grid Maturity Model

Social Media

Plug in and Get
Connected to the
SGMM



@SGMM_Navigator



Your Tweets 69

20 Oct : SEInews #SEIVirtualForum: Ozkaya, trade...

Following 253



Followers 60



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Smart Grid Maturity Model User Forum

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shouryasa...



nrllamios



ferchoeci



GeneralD...



PAWANKUMA...



Subc0nsci0us

SGMM webinars



1:20 - 2:05

Smart Grid Maturity Model: A Vision for the Future of Smart Grid

The smart grid represents a whole new framework for improved management of electricity generation, transmission, and distribution. A reliable, secure energy supply is vital to our economy, our security, and our well being. With the support of the U.S. Department of Energy, the SEI is ...

[read the full abstract and meet the presenter +](#)

David White

<http://resources.sei.cmu.edu/library/asset-view.cfm?assetid=21502>

Software Engineering Institute | Carnegie Mellon

SGMM

Smart Grid Maturity Model

Empower your Smart Grid Transformation

David White
SGMM Project Manager

10 March 2011

<http://resources.sei.cmu.edu/library/asset-view.cfm?assetid=21966>

The Smart Grid Maturity Model Around the World

May 15, 2014

Part of the **SEI Webinar Series** Keeping you informed of the latest solutions

CERT | Software Engineering Institute Carnegie Mellon University

<https://www.webcaster4.com/Webcast/Page/139/4232>

The Age of the Smart Grid is Here
Smart Grid Maturity Model Offers Best Practices for Utilities Worldwide

Software Engineering Institute
Carnegie Mellon University

IBM Corporation

World Energy Council

March 30, 2009

Software Engineering Institute | Carnegie Mellon

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<http://resources.sei.cmu.edu/library/asset-view.cfm?assetid=18614>



Smart Grid Maturity Model Webinar:
Defining the Pathway to the California Smart Grid of 2020, for Publicly Owned Utilities

Steve Rupp, SAIC
March 21, 2012

SAIC

<http://resources.sei.cmu.edu/library/asset-view.cfm?assetid=22004>

Overall lessons learned

Need better methods to conduct requirements analysis

We didn't gather usable historical data

Stickiness – worked great on this project, but team members didn't transfer approach to other projects

Quality was a “journey”

The project produced two complete versions of the product suite with the same budget that was used to produce one document prior to the adoption of TSP

Overall...

Zero depth entry enabled synchronized team



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Notices

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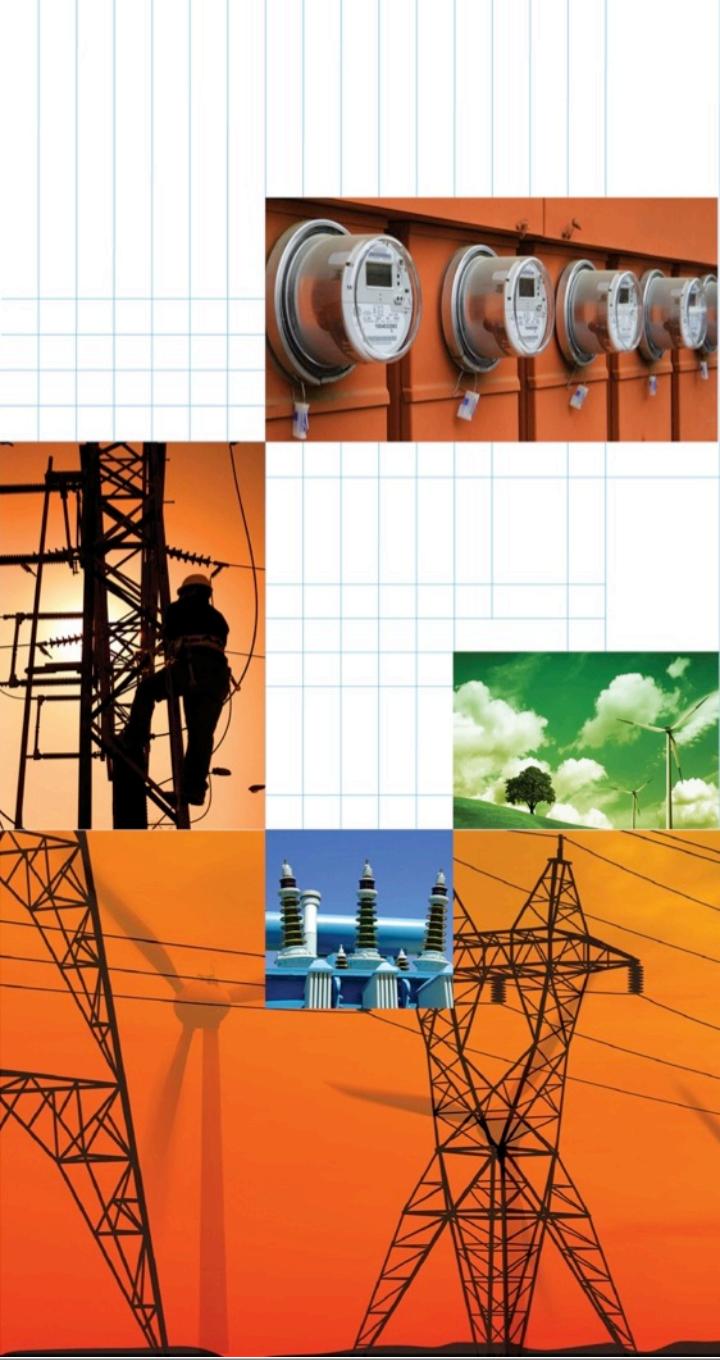
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DM-0000130



A major power grid transformation is underway

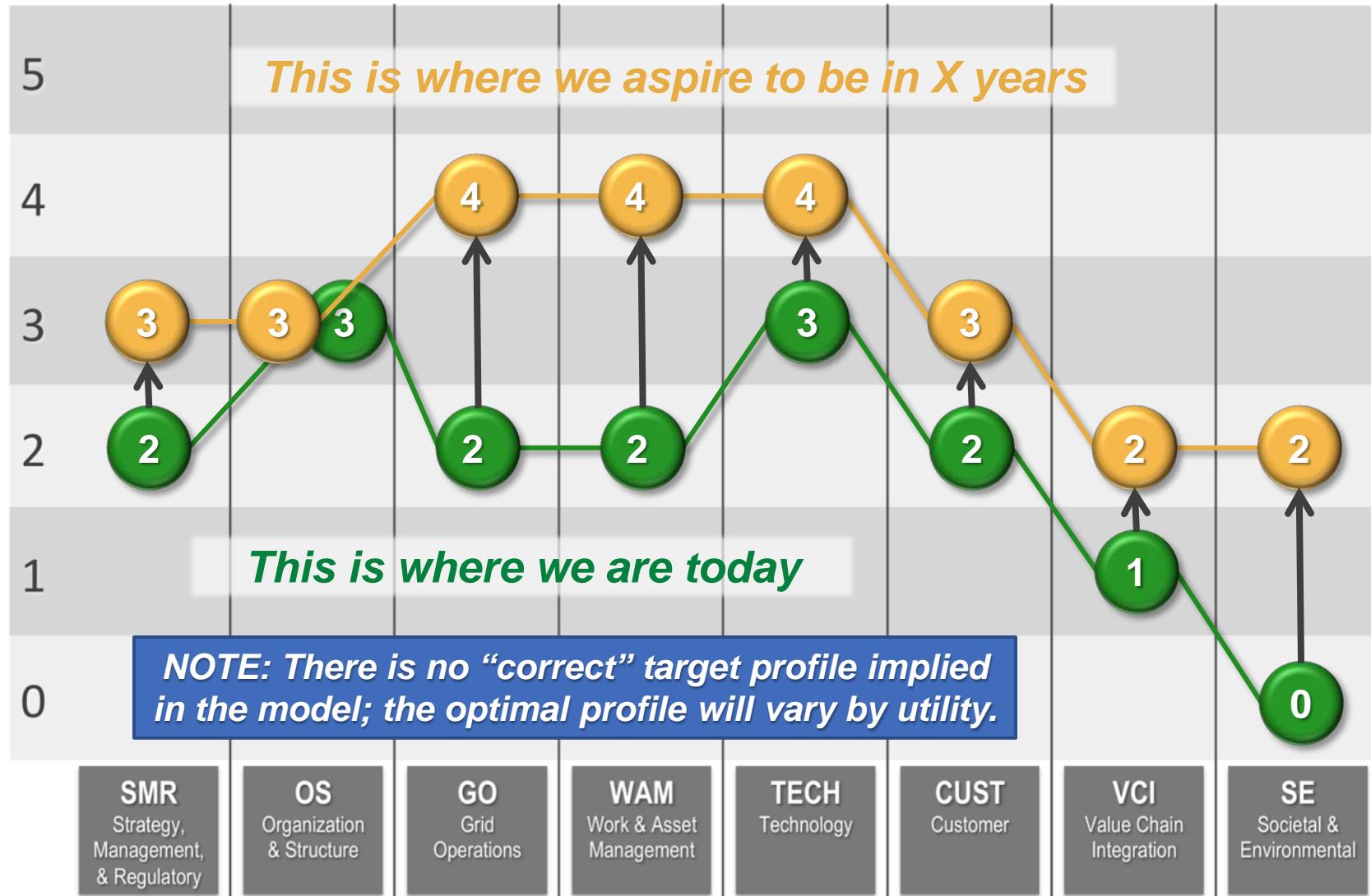
How can utilities

- Develop effective roadmaps?
- Track progress?
- Understand their posture in comparison to peers?

The Smart Grid Maturity Model was developed by utilities to address these concerns

Navigation results: consensus aspirations

example results



SGMM Partner population



SGMM History – 142 utilities, 29 countries, 157 submissions



Color chart



Green

Utility as-is

R=4, G=129, B=60



Gold

Utility to-be

R=231, G=172, B=67



Blue

Full Community

R=64, G=108, B=187



Orange

Peer Community

R=222, G=102, B=33

